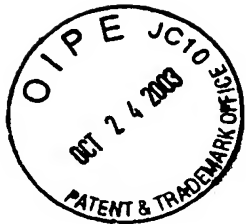


FIG. 1



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200

202

Call Monitoring: (select a Desk and click Begin Call)

210

Desk Type: ☐ Pick One ☒

Begin Call

212

Internal Call ID:

OR

Phone Number:

OR

Desk Type: ☒ Any Desk ☐

Vendor: ☒ Any Vendor ☐

Vendor Office: ☒ Any Office ☐

Call Data from: MM/DD/YYYY

through: MM/DD/YYYY

Find Call

206

230

Reports:

232

234

Call Quality Report

238

ESS Quality Cumulative Report

240

Observations by Office Report

242

Auto-Zero Report

Observations with Initiatives Scored 'N' Report

Follow Up Report

Hold Metrics Report

Call Center Agent Scoring Report

Repeat Call Report

Call Driver Report

Automated Report

Administrative:

244

246

250

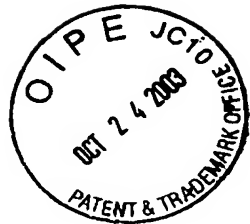
252

Change your password

Manage ESS Users

Vendor Agent Management

FIG. 2



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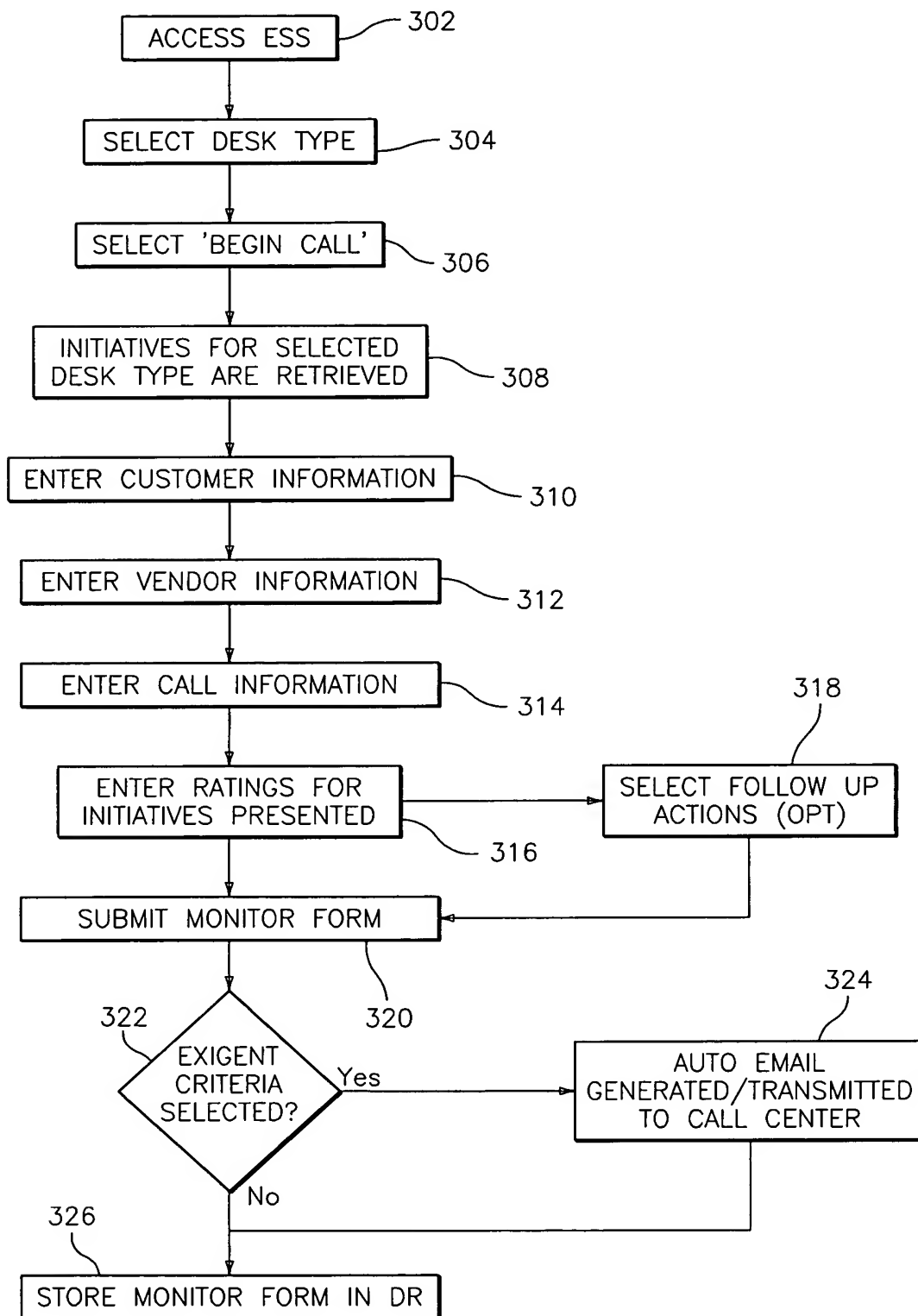
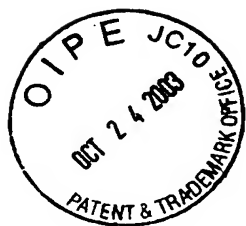


FIG. 3



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400

Help Desk Observation Form

log | main | on-line | help
off | menu

Call Start Time: 16:55:11
Call Duration: 00:00:07
HOLD
END CALL

Hold Start Time: 00:00:00
Hold Duration: 00:00:00
HOLD HISTORY
Start No Holds Recorded
Duration No Holds Recorded

Phone Number: 4045561212
Customer Type: DSL Residential
Caller Type: End User
Installation Type: Self Install

Vendor: 410
Office: N Lauderdale Help Desk
Agent: Anthony Curling
Agent Lead/Supervisor: Ed Christen
Other Agent: 420

Internal Call ID: 4400937
Monitoring Method: Live
Call Type: Repair/Maintenance
Call Cause: Customer
Call Category: E-mail
Call Sub-Category: Cannot Send/Receive Email
Call Resolution: Configured Email Software
E-mail: 430
E-mail Account Issue
Repeat Call
Calibration Call
Resolved Email Account Issue

Previous Call Category: E-mail
Repeat Type: Same
Previous Call Sub-Category: Cannot Send/Receive Email
Same Issue Repeat Count: 1
Previous Call Resolution: Answered Email Question

FIG. 4A



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400

450

452

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458

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448

442

448

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446

448

460

462

464

466

470

454

455

455

455

468

Submit Reset

Help Desk Observation Form

log off main menu online help

END CALL

Call Start Time: 16:55:11

Call Duration: 00:02:15

HOLD

Hold Start Time: 00:00:00

Hold Duration: 00:00:00

Hold History

Start Duration

No Holds Recorded

Strategy/Initiative				Category/Comments/Non-Compliance Reasons
Take Ownership	N/A	Yes	No	Comment: 454
Professional Greeting		<input checked="" type="radio"/>	<input type="radio"/>	
Communicates Appropriately		<input checked="" type="radio"/>	<input type="radio"/>	
Listen Effectively		<input checked="" type="radio"/>	<input type="radio"/>	
Display Empathy/Manner		<input checked="" type="radio"/>	<input type="radio"/>	
No Gross Excessive Hold Time		<input checked="" type="radio"/>	<input type="radio"/>	
Followed Correct Hold Procedures	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Professional Closing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
No Gross Abuse		<input checked="" type="radio"/>	<input type="radio"/>	
Save Service	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do It Right	N/A	Yes	No	Comment: 455
Ask & Recap TN		<input checked="" type="radio"/>	<input type="radio"/>	
Ask Name/Addr/Rship to Acct Holder	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Correct Troubleshooting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Notations Made	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Notations Correct	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Quoted Dispatch Fee Disclosure	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Issue Resolved	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Dispatched Appropriately	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
RMA Quoted	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Dispatch Code	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirms Surf/Email	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Knowledgeable		<input checked="" type="radio"/>	<input type="radio"/>	
Meet Our Commitment	N/A	Yes	No	Comment: 455
Commitment Promised	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Commitment Met	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Make It Seamless	N/A	Yes	No	Comment: 455
Referral to External Resources	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Escalated Properly	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Transferred Appropriately	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Follow Up Actions				
<input type="checkbox"/> Follow Up Required	Follow Up Reason(s):	Follow Up Description:		
Follow Up Date:	Notations Issue resolved Commitment met Repeat 3 days	Comment:		

FIG. 4B